



# TORQ Analysis of Administrative Services Managers to Compensation, Benefits, and Job Analysis Specialists

## INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Administrative Services Managers	11-3011.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Compensation, Benefits, and Job Analysis Specialists	13-1072.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

## OUTPUT SECTION:

Grand TORQ:

93

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	95	Level	91	Level	92












































Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Speech Clarity	59	13	75	Judgment and Decision Making	64	13	71	Personnel and Human Resources	73	8	90
Deductive Reasoning	62	14	68	Critical Thinking	67	4	73	English Language	59	9	76
Category Flexibility	55	13	62	Active Listening	70	3	77				
Inductive Reasoning	57	11	68	Reading Comprehension	66	1	85				
Mathematical Reasoning	48	14	50								
Written Comprehension	62	9	75								
Information Ordering	55	9	65								
Oral Comprehension	60	7	78								
Problem Sensitivity	55	4	75								
Speech Recognition	55	4	68								
Selective Attention	39	5	53								
Originality	48	2	53								
Written Expression	60	1	65								

LEVEL and IMPT (IMPORTANCE) refer to the Target Compensation, Benefits, and Job Analysis Specialists. GAP refers to level difference between Administrative Services Managers and Compensation, Benefits, and Job Analysis Specialists.






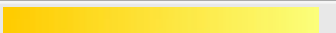


















## ASK ANALYSIS



## Ability Level Comparison - Abilities with importance scores over 50

Description	Administrative Services Managers	Compensation, Benefits, and Job Analysis Specialists	Importance
Oral Comprehension	53 	60 	78 
Oral Expression	60 	60 	78 
Written Comprehension	53 	62 	75 
Problem Sensitivity	51 	55 	75 
Speech Clarity	46 	59 	75 
Deductive Reasoning	48 	62 	68 
Inductive Reasoning	46 	57 	68 
Speech Recognition	51 	55 	68 
Written Expression	59 	60 	65 
Information Ordering	46 	55 	65 
Near Vision	62 	62 	65 
Category Flexibility	42 	55 	62 
Originality	46 	48 	53 
Selective Attention	34 	39 	53 
Mathematical Reasoning	34 	48 	50 

## Skill Level Comparison - Abilities with importance scores over 69

Description	Administrative Services Managers	Compensation, Benefits, and Job Analysis Specialists	Importance
Reading Comprehension	65 	66 	85 
Active Listening	67 	70 	77 
Critical Thinking	63 	67 	73 
Writing	67 	63 	72 
Judgment and Decision Making	51 	64 	71 
Speaking	68 	63 	70 
Service Orientation	68 	62 	70 
Time Management	60 	60 	70 

## Knowledge Level Comparison - Knowledge with importance scores over 69



Description	Administrative Services Managers	Compensation, Benefits, and Job Analysis Specialists	Importance
Personnel and Human Resources	65	73	90
English Language	50	59	76

### Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Administrative Services Managers	Compensation, Benefits, and Job Analysis Specialists	Description	Administrative Services Managers	Compensation, Benefits, and Job Analysis Specialists
10+ years	1%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	35%	13%	Master's Degree	0%	2%
2-4 years	6%	28%	Post-Bachelor Cert	9%	0%
1-2 years	8%	52%	Bachelors	16%	59%
6-12 months	13%	0%	AA or Equiv	10%	24%
3-6 months	31%	0%	Some College	3%	13%
1-3 months	0%	0%	Post-Secondary Certificate	36%	0%
0-1 month	0%	0%	High School Diploma or GED	22%	0%
None	0%	3%	No HSD or GED	1%	0%

Administrative Services Managers

Compensation, Benefits, and Job Analysis Specialists

#### Most Common Educational/Training Requirement:

Bachelor's or higher degree, plus work experience

Bachelor's degree

#### Job Zone Comparison

4 - Job Zone Four: Considerable Preparation Needed

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A minimum of two to four years of work-related skill, knowledge, or experience is needed for these occupations. For example, an accountant must complete four years of college and work for several years in accounting to be considered qualified.

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Most of these occupations require a four - year bachelor's degree, but some do not.

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Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.

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### Tasks

#### Administrative Services Managers

##### Core Tasks

##### Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems

#### Compensation, Benefits, and Job Analysis Specialists

##### Core Tasks

##### Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates



#### Core Functions

- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.

#### Specific Tasks

##### Occupation Specific Tasks:

- Acquire, distribute and store supplies.
- Analyze internal processes and recommend and implement procedural or policy changes to improve operations, such as supply changes or the disposal of records.
- Conduct classes to teach procedures to staff.
- Direct or coordinate the supportive services department of a business, agency, or organization.
- Dispose of, or oversee the disposal of, surplus or unclaimed property.
- Hire and terminate clerical and administrative personnel.
- Manage leasing of facility space.
- Monitor the facility to ensure that it remains safe, secure, and well-maintained.
- Oversee construction and renovation projects to improve efficiency and to ensure that facilities meet environmental, health, and security standards, and comply with government regulations.
- Oversee the maintenance and repair of machinery, equipment, and electrical and mechanical systems.
- Participate in architectural and engineering planning and design, including space and installation management.
- Plan, administer and control budgets for contracts, equipment and supplies.
- Prepare and review operational reports and schedules to ensure accuracy and efficiency.
- Set goals and deadlines for the department.

#### Detailed Tasks

by telephone, in written form, e-mail, or in person.

- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

#### Specific Tasks

##### Occupation Specific Tasks:

- Administer employee insurance, pension and savings plans, working with insurance brokers and plan carriers.
- Advise managers and employees on state and federal employment regulations, collective agreements, benefit and compensation policies, personnel procedures and classification programs.
- Advise staff of individuals' qualifications.
- Analyze organizational, occupational, and industrial data to facilitate organizational functions and provide technical information to business, industry, and government.
- Assess need for and develop job analysis instruments and materials.
- Assist in preparing and maintaining personnel records and handbooks.
- Consult with or serve as a technical liaison between business, industry, government, and union officials.
- Develop, implement, administer and evaluate personnel and labor relations programs, including performance appraisal, affirmative action and employment equity programs.
- Ensure company compliance with federal and state laws, including reporting requirements.
- Evaluate job positions, determining classification, exempt or non-exempt status, and salary.
- Negotiate collective agreements on behalf of employers or workers, and mediate labor disputes and grievances.
- Observe, interview, and survey employees and conduct focus group meetings to collect job, organizational, and occupational information.
- Perform multifactor data and cost analyses that may be used in areas such



## Detailed Work Activities:

- adhere to safety procedures
- analyze operational or management reports or records
- analyze organizational operating practices or procedures
- analyze technical data, designs, or preliminary specifications
- assign work to staff or employees
- conduct or attend staff meetings
- consult with managerial or supervisory personnel
- delegate appropriate administrative support activities
- design systems in cooperation with colleagues
- determine policies related to administration, standards, or facility maintenance
- develop maintenance schedules
- direct and coordinate activities of workers or staff
- document provision of administrative services
- evaluate office operations
- hire, discharge, transfer, or promote workers
- inspect property for construction, condition, or design
- interview job applicants
- maintain administrative services procedures manual
- maintain inventory of office equipment or furniture
- maintain records, reports, or files
- manage building maintenance projects
- manage contracts
- manage inventories or supplies
- modify work procedures or processes to meet deadlines
- monitor operations to verify conformance to standards
- monitor repairs or maintenance to enforce standards
- negotiate real estate sales or rental contracts
- order or purchase supplies, materials, or equipment
- oversee work progress to verify safety or conformance to standards
- prepare financial reports
- prepare rental or lease agreement
- prepare reports
- prepare reports of property or facility status
- prepare safety reports

analyses that may be used in areas such as support of collective bargaining agreements.

- Plan and develop curricula and materials for training programs and conduct training.
- Plan, develop, evaluate, improve, and communicate methods and techniques for selecting, promoting, compensating, evaluating, and training workers.
- Prepare occupational classifications, job descriptions and salary scales.
- Prepare reports, such as organization and flow charts, and career path reports, to summarize job analysis and evaluation and compensation analysis information.
- Prepare research results for publication in form of journals, books, manuals, and film.
- Provide advice on the resolution of classification and salary complaints.
- Research employee benefit and health and safety practices and recommend changes or modifications to existing policies.
- Research job and worker requirements, structural and functional relationships among jobs and occupations, and occupational trends.
- Review occupational data on Alien Employment Certification Applications to determine the appropriate occupational title and code, and provide local offices with information about immigration and occupations.
- Speak at conferences and events to promote apprenticeships and related training programs.
- Work with the Department of Labor and promote its use with employers.

## Detailed Tasks

## Detailed Work Activities:

- advise department managers in personnel matters
- advise governmental or industrial personnel
- advise management or labor union officials on labor relation issues
- analyze data to identify personnel problems
- analyze scientific research data or investigative findings
- arbitrate personnel disputes
- categorize occupational, educational, or employment information
- communicate technical information
- conduct research on work-related topics
- conduct training for personnel
- develop course or training objectives
- develop job evaluation programs
- ensure compliance with government regulations



- purchase office equipment or furniture
- recommend solutions of administrative problems
- schedule employee work hours
- schedule facility or property maintenance
- use facility management techniques
- use interpersonal communication techniques
- use negotiation techniques
- write administrative procedures services manual

#### Technology - Examples

##### Accounting software

- Intuit QuickBooks
- Sage Peachtree
- Sage Software Peachtree software
- Sage Timberline Office software

##### Charting software

- Microsoft Office Visio

##### Data base reporting software

- Business Objects Crystal Reports

##### Data base user interface and query software

- Microsoft Access

##### Desk top publishing software

- Adobe Systems Adobe PageMaker
- Microsoft Publisher

##### Document management software

- Adobe Systems Adobe Acrobat software

##### Electronic mail software

- Email software
- IBM Lotus Notes
- Microsoft Outlook

- Novell GroupWise

##### Enterprise resource planning ERP software

- Oracle PeopleSoft

##### Human resources software

- ADP Enterprise HRMS

##### Internet browser software

- Microsoft Internet Explorer
- Web browser software

##### Office suite software

- ensure correct grammar, punctuation, or spelling
- evaluate personnel benefits policies
- evaluate qualifications or eligibility of applicant for employment
- explain rules, policies or regulations
- fill out business or government forms
- identify problems or improvements
- implement employee compensation plans
- improve methods for worker selection or promotion
- maintain administrative services procedures manual
- maintain job descriptions
- make presentations
- negotiate labor agreements
- obtain information from individuals
- prepare or maintain employee records
- prepare recommendations based upon research
- prepare report of findings or recommendations
- prepare reports
- prepare technical reports identifying results of research
- resolve personnel problems or grievances
- resolve worker or management conflicts
- understand government labor or employment regulations
- use cost benefit analysis techniques
- use government regulations
- use interpersonal communication techniques
- use interviewing procedures
- use knowledge of employee classification system
- use public speaking techniques
- write administrative procedures services manual
- write employee orientation or training materials

#### Technology - Examples



- Microsoft Office

Presentation software

- Microsoft PowerPoint

Project management software

- Microsoft Project

Spreadsheet software

- Microsoft Excel

Word processing software

- Microsoft Word

#### Tools - Examples

- 10-key calculators

- Desktop computers

- Laptop computers

- Personal computers

- Personal digital assistants PDA

- Photocopying equipment

- Scanners

- Multi-line telephone systems

- Tablet computers

### Labor Market Comparison

Description	Administrative Services Managers	Compensation, Benefits, and Job Analysis Specialists	Difference
Median Wage	\$ 56,630	\$ 43,900	\$ ( 12,730)
10th Percentile Wage	\$ 35,200	\$ 29,740	\$ ( 5,460)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 73,310	\$ 55,780	\$ ( 17,530)
90th Percentile Wage	\$ 93,540	\$ 68,800	\$ ( 24,740)
Mean Wage	\$ 60,800	\$ 46,470	\$ ( 14,330)
Total Employment - 2007	1,090	770	-320
Employment Base - 2006	1,097	805	-292
Projected Employment - 2016	1,151	866	-285



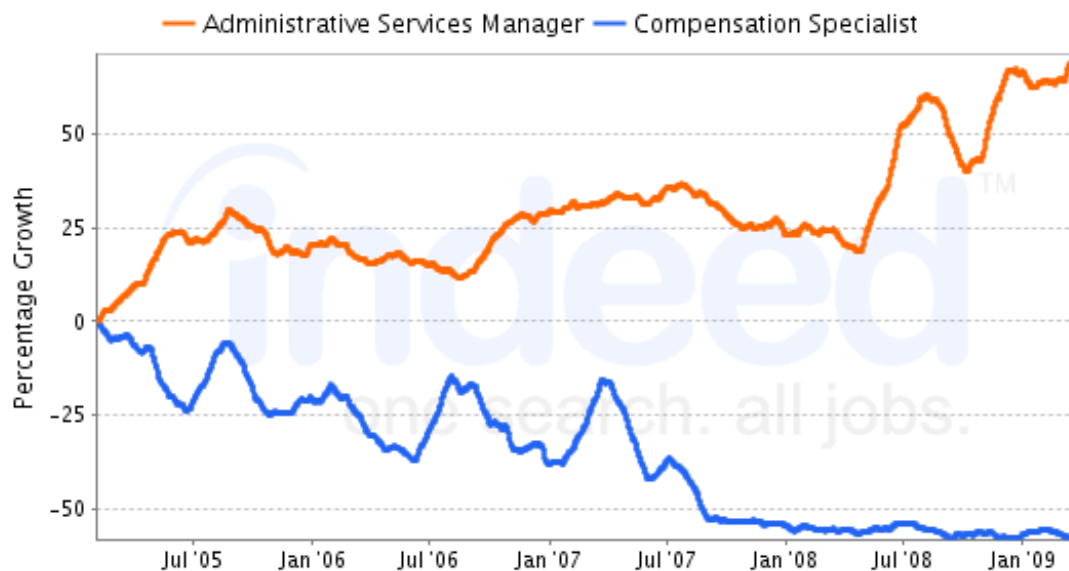
Projected Job Growth - 2006-2016	4.9 %	7.6 %	2.7 %
Projected Annual Openings - 2006-2016	34	23	-11

## National Job Posting Trends

Trend for Administrative Services Managers

Trend for  
Compensation,  
Benefits, and  
Job Analysis  
Specialists

### Job Trends from Indeed.com

Data from [Indeed](http://Indeed.com)

## Recommended Programs

### Human Resources Management

Human Resources Management/Personnel Administration, General. A program that generally prepares individuals to manage the development of human capital in organizations, and to provide related services to individuals and groups. Includes instruction in personnel and organization policy, human resource dynamics and flows, labor relations, sex roles, civil rights, human resources law and regulations, motivation and compensation systems, work systems, career management, employee testing and assessment, recruitment and selection, managing employee and job training programs, and the management of human resources programs and operations.

Institution	Address	City	URL
Thomas College	180 W River Rd	Waterville	<a href="http://www.thomas.edu">www.thomas.edu</a>

### Labor/Personnel Relations and Studies

Labor and Industrial Relations. A program that focuses on employee-management interactions and the management of issues and disputes regarding working conditions and worker benefit packages, and that may prepare individuals to function as labor or personnel relations specialists. Includes instruction in labor history, policies and strategies of the labor movement, union organization, labor-management negotiation, labor law and contract interpretation, labor economics, welfare and benefit packages, grievance procedures, and labor policy studies.

No schools available for the program

### Organizational Behavior Studies



Organizational Behavior Studies. A program that focuses on the scientific study of the behavior and motivations of individuals functioning in organized groups, and its application to business and industrial settings. Includes instruction in organization theory, industrial and organizational psychology, social psychology, sociology of organizations, reinforcement and incentive theory, employee relations strategies, organizational power and influence, organization stratification and hierarchy, leadership styles, and applications of operations research and other methodologies to organizational analysis.

Institution	Address	City	URL
University of New England	11 Hills Beach Rd	Biddeford	<a href="http://WWW.UNE.EDU">WWW.UNE.EDU</a>

#### Human Resources Management, Other

Human Resources Management and Services, Other. Any instructional program in human resources management not listed above.

No schools available for the program

### Maine Statewide Promotion Opportunities for Administrative Services Managers

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
11-3011.00	Administrative Services Managers	100	4	1,090	\$56,630.00	\$0.00	5%	34
11-3041.00	Compensation and Benefits Managers	90	3	200	\$68,560.00	\$11,930.00	2%	5
11-3031.02	Financial Managers, Branch or Department	89	4	2,440	\$67,670.00	\$11,040.00	7%	58
41-3031.02	Sales Agents, Financial Services	89	4	0	\$65,230.00	\$8,600.00	5%	33
11-3042.00	Training and Development Managers	89	4	140	\$66,670.00	\$10,040.00	7%	4
41-3031.01	Sales Agents, Securities and Commodities	88	4	0	\$65,230.00	\$8,600.00	5%	33
11-2031.00	Public Relations Managers	87	4	290	\$71,020.00	\$14,390.00	9%	10
13-2052.00	Personal Financial Advisors	87	3	360	\$94,100.00	\$37,470.00	10%	13
11-3071.01	Transportation Managers	87	3	710	\$62,270.00	\$5,640.00	5%	25
11-3071.02	Storage and Distribution Managers	86	3	710	\$62,270.00	\$5,640.00	5%	25
41-9021.00	Real Estate Brokers	86	3	320	\$61,300.00	\$4,670.00	-1%	22
11-2022.00	Sales Managers	86	4	1,310	\$72,720.00	\$16,090.00	3%	32
11-9033.00	Education Administrators, Postsecondary	85	5	600	\$58,090.00	\$1,460.00	7%	21



13-2031.00	Budget Analysts	85	4	170	\$57,290.00	\$660.00	3%	5
11-3031.01	Treasurers and Controllers	85	5	2,440	\$67,670.00	\$11,040.00	7%	58

### Top Industries for Compensation, Benefits, and Job Analysis Specialists

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Management of companies and enterprises	551100	10.86%	11,936	14,323	19.99%
Local government, excluding education and hospitals	939300	8.88%	9,758	11,410	16.93%
State government, excluding education and hospitals	929200	4.97%	5,467	5,584	2.14%
Management, scientific, and technical consulting services	541600	3.53%	3,885	7,218	85.82%
Depository credit intermediation	522100	2.98%	3,279	3,480	6.12%
General medical and surgical hospitals, public and private	622100	2.96%	3,255	3,751	15.23%
Colleges, universities, and professional schools, public and private	611300	2.52%	2,765	3,220	16.45%
Other insurance related activities	524290	2.11%	2,318	2,884	24.41%
Employment services	561300	1.98%	2,177	2,868	31.73%
Insurance and employee benefit funds	525100	1.88%	2,071	2,657	28.27%
Computer systems design and related services	541500	1.81%	1,986	2,791	40.53%
Self-employed workers, primary job	000601	1.70%	1,873	2,077	10.89%
Insurance agencies and brokerages	524210	1.48%	1,628	1,917	17.74%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.45%	1,590	1,963	23.45%
Labor unions and similar labor organizations	813930	1.40%	1,536	1,489	-3.03%

### Top Industries for Administrative Services Managers

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Colleges, universities, and professional schools, public and private	611300	8.84%	21,837	23,928	9.58%
Local government, excluding education and hospitals	939300	6.08%	15,016	16,523	10.03%
State government, excluding education and hospitals	929200	5.49%	13,578	13,051	-3.89%
Management of companies and enterprises	551100	5.24%	12,941	14,612	12.91%
General medical and surgical hospitals, public and private	622100	4.57%	11,303	12,257	8.44%



Elementary and secondary schools, public and private	611100	3.83%	9,459	9,763	3.22%
Depository credit intermediation	522100	2.17%	5,370	5,362	-0.14%
Offices of physicians	621100	1.88%	4,657	5,747	23.40%
Federal government, excluding postal service	919999	1.67%	4,128	3,822	-7.41%
Employment services	561300	1.57%	3,871	4,799	23.97%
Office administrative services	561100	1.56%	3,854	4,786	24.19%
Management, scientific, and technical consulting services	541600	1.44%	3,565	6,233	74.86%
Computer systems design and related services	541500	1.35%	3,343	4,421	32.25%
Junior colleges, public and private	611200	1.26%	3,108	3,364	8.23%
Religious organizations	813100	1.25%	3,098	3,641	17.54%